

From: [REDACTED] [REDACTED]@23andme.com]

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: media request

1. Where do the majority of your profits come from?

As a privately held company, 23andMe does not share these types of business metrics or financial information.

2. How can you guarantee that information that is supposed to be private won't be used in yet-to-be-invented ways?

23andMe takes seriously the trust customers place in us. We implement physical, technical, and administrative measures to prevent unauthorized access to or disclosure of customer information; to maintain data accuracy; to ensure the appropriate use of information; and otherwise safeguard customers' information. These measures include encryption of customer information both at rest and in transit. We also limit access to information to only essential, authorized personnel, based on job function and role. 23andMe access controls include multi-factor authentication, single sign-on, and strict least-privileged authorization policy.

3. What is the extent of your dealings with third parties ie police or pharma including GSK [GlaxoSmithKline]?

Beyond the private lab we work with to process your sample and deliver your results, your information will not be shared with any other entity unless you provide us with consent to do so.

If you opt in to research, which requires a separate consent and is completely voluntary, your de-identified genetic information, stripped of any personally identifiable data, may be used for research purposes. The analysis of that information in aggregate form - meaning among many others' de-identified information - may be shared with third party researchers to advance knowledge of disease and inform potential treatments. For example, summary information may include a statement that "30% of males aged 35-65 have reported being diagnosed with Parkinson's disease and have certain genetic variants/mutations in common," without providing any data or testing results specific to any individual person. Analysis is done in-house by 23andMe scientists - our collaborators do not have access to our database. You can find examples of third parties we work with on this page: <https://www.23andme.com/research/>. All of our research is overseen by an independent third party known as an Institutional Review Board, to ensure all ethical and legal standards are being met.

Re: law enforcement, it is 23andMe policy to challenge law enforcement requests. To date 23andMe has not shared any information with law enforcement agencies. We publish this information in our Transparency Report: <https://www.23andme.com/transparency-report/>.

4. What happens to DNA info if 23andMe is bought or goes out of business?

Our customers' information will remain subject to the policies within our Privacy Statement. Customers have the option to delete their 23andMe account and personal information within their Account Settings at any time. Once a customer's account is deleted, all associated personal information is deleted and any stored samples are discarded.

5. You guarantee privacy to the test-takers, but what about the families of those people who are not testing but become part of the web anyway?

Our DNA Relatives tool does help people find and connect with participating genetic relatives. It's important to note that DNA Relatives is completely optional, meaning customers must actively choose to participate. We do let customers know they may learn life changing information by using the DNA Relatives tool, and we urge customers to be thoughtful about the information they share.

6. Does this industry need external regulation? Why not?

Our product is regulated differently in different markets. In the US we are regulated by the FDA, and are the only direct-to-consumer company with FDA-authorized genetic reports. In areas where regulation may be lacking, 23andMe along with other leaders in the industry worked with a non-profit third party, the Future of Privacy Forum, to publish industry-wide best practices. We also have a Global Quality Management System in place that applies to our product across all markets in which 23andMe is available.

7. Do you sell or in any way share users DNA?

See above.

8. Isn't one of the main reasons people use your service is to be matched with family? So if users opt to keep your DNA results private they won't be matched. So is it correct that very few users select to keep their DNA results private?

There are a number of reasons why people choose to take a DNA test, and many people do opt-in to our DNA Relatives tool. Our customers regularly share their compelling stories with us about what they learned from their 23andMe results -- whether it's to connect with new family members, filling in major gaps in their family tree, or to learn more about potential health risks. We have deliberately built our reports so people can explore them in a way they are comfortable.

██████████ [23andMe Spokesperson]

Communications

23andMe, Inc.